

CCTO Quick Guide

Verifying NCCOVID → CCTO Case Flow & Notifications



Most cases entered into NC COVID with required fields completed will flow automatically into CCTO, and most of these cases will receive automatic digital notification (see [this document](#) for more information). The processes below show how you can view these cases and verify that they were sent notifications.

NOTE ABOUT THE CASE PORTAL: This document focuses on case notification itself. For information about the case portal that is accessed by cases through their notifications, [please see this job aid](#).

Verifying if Cases Have Flowed from NC COVID into CCTO

NCCOVID: Using Reports to Review Cases Not Sent to CCTO

In the administrative package in NC COVID, you will see a value in “Date Reported to CCTO” if the event flowed to CCTO.

CDC Event Date next send if recomputed ⓘ	
Date Reported to CCTO	12/22/2020

You can also review which cases did and did not flow within NC COVID by using the **All Models Identified and Deidentified Line List Reports**, which contain this variable.

Maven Reporting

Category: Active Surveillance ▼

Select Report: All Models Deidentified Cases and Contacts Line List by Diagnosis Date ▼

Description: This report provides a line list of all cases and contacts that meet the selected parameters. Includes demographic information, reporting county, symptom onset (if applicable) and investigation dates, and clinical outcome. No identifying information. Date

Reviewing Cases Who Have Flowed into CCTO

CCTO: Using System Views for Case Patients

The system views for **All Cases**, **All Cases Imported from NC COVID**, **My Team's Active Cases**, and **All Contacts and Cases** will allow you to view case patients in CCTO. The view for **All Cases Imported from NC COVID** will display all cases who have entered CCTO via the NC COVID flow.

Cases who flow from NC COVID are assigned to Owner Teams based on county. To find cases owned by your county's Owner Team, filter on the **Owner** column by your county name.

All Cases Imported from NC COVID ▾

✓	NC COVID ID ▾	NC-COVID ID ▾	C# ▾	Diagnosis Date ▾	Preferred Date ▾	Owner ▾
	COVID_10...	105483850	C-000005...	12/22/2020	Phone Call	Buncombe
	COVID_10...	105483753	C-000005...	12/20/2020	Phone Call	Buncombe
	COVID_10...	105475523	C-000005...	12/19/2020	Phone Call	Buncombe
	COVID_10...	105475512	C-000005...	12/19/2020	Phone Call	Buncombe

See next page for using profiles to review notification status.



CCTO: Reviewing a Case's Profile to Confirm Notification Status

- You can review if a text notification succeeded in the **Text Notification Status** field on contact profiles, which describes the status of the text as of the timestamp in **Status Date**:
 - Delivered**: Text successfully delivered.
 - Sent**: Text sent but delivery unknown as of timestamp. ***SEE NOTE**
 - Queued, Sending, or Accepted**: Text not yet sent as of timestamp. ***SEE NOTE**
 - Undelivered or Failed**: Text unsuccessful, likely due to the number being a landline.
 - Blank**: No text created.
- On the **All Activities Page**, you can also check that the system created email and/or text notifications. If these are shown, then the system has attempted notifications to the case's email and/or primary phone. *It is not yet possible to verify an email was successfully delivered.*
- If no notifications were created, check that the case has a **Primary Phone** and/or **Email**. *(If there is a number in the Primary Phone field but no notification is created, this may not be a valid phone number.)* The system attempts both methods if they are available. If you enter new info in these fields, you should turn **Send Notification** off, save, turn it on, and save again to send the new notification(s).

Notification

Send Notification

☒ Yes

Text Notification Status

delivered

Status Date

1/3/2021

12:53 PM

***NOTE: Text Notification Status** only updates one time; therefore, texts labeled as "Sent," "Sending," or "Queued" were not yet delivered as of the timestamp shown in **Status Date** but likely were delivered.

ARIAS Contact	Assessments	All Activities	Recent Monitoring History	System Information	Rel
✓	Subject	Regarding	Activity Type	Activity Status	
	Text Message Activity - English	Jack Skellington	Text Message	Completed	
	Public Health Notification - Results	Jack Skellington	Email	Completed	

Primary Phone (will be used for text messages)

1-777-555-4321

Phone #2

Phone #3

Email

testingforarias@gmail.com

Preferred Method of Contact

Email



CCTO: Using Views to Review Cases Who Did Not Receive a Notification

- You can use a case view with a **Text Notification Status** column to check most efficiently for which of your county's cases did not receive a notification:
 - Select the **All Cases Imported from NC COVID** view and filter the **County** column by your county name.
 - The **Created On** column in this view is automatically sorted by newest to oldest, so the most recent cases will appear at the top of the list.
 - In this view, you can review the **Text Notification Status** column in order to find recently imported cases for whom a text notification was "Failed" or "Undelivered." (This is most likely due to a landline number.) These cases did not receive a notification and may require further attention.

All Cases Imported from NC COVID ▾				
✓	Last Date o...	Monitoring...	Contact or ...	County ▾
---	---	---	Case-Patie...	Currituck
---	---	---	Case-Patie...	Chowan
---	---	---	Case-Patie...	Cherokee
---	---	---	Case-Patie...	Chatham
---	---	---	Case-Patie...	Catawba
---	---	---	Case-Patie...	Caswell

All Cases Imported from NC COVID ▾											
✓	NC COVID ID ▾	NC-COVID ... ▾	C# ▾	NC COVID ... ▾	Preferred ... ▾	Owner ▾	Create...	System Fir...	Text Notific...		
	COVID_10...	105483916	C-000005...	12/30/2020	Phone Call	Mary Moran	12/23/202...	12/23/202...	delivered		
	COVID_10...	105483915	C-000005...	12/30/2020	Phone Call	Durham	12/23/202...	12/23/202...	delivered		
	COVID_10...	105483914	C-000005...	12/22/2020	Phone Call	# covid_arias	12/23/202...	12/23/202...	queued		
	COVID_10...	105483913	C-000005...	12/22/2020	Phone Call	# covid_arias	12/23/202...	12/23/202...	queued		
	COVID_10...	105483912	C-000005...	12/22/2020	Phone Call	# covid_arias	12/23/202...	12/23/202...	delivered		
	COVID_10...	105483909	C-000005...	12/22/2020	Phone Call	Dare	12/23/202...	12/23/202...	queued		

TEXT NOTIFICATION STATUS DEFINITIONS:

- Delivered:** Text successfully delivered.
- Sent:** Text sent but delivery unknown as of timestamp.***SEE NOTE**
- Queued, Sending, or Accepted:** Text not yet sent as of timestamp.***SEE NOTE**
- Undelivered or Failed:** Text unsuccessful, likely due to the number being a landline.
- Blank:** No text created.

***NOTE:** *Text Notification Status* only updates one time; therefore, texts labeled as "Sent," "Sending," "Accepted," or "Queued" were not yet delivered as of the timestamp shown in **Status Date** but likely were delivered.

NOTE ABOUT THE CASE PORTAL:

For details on the case portal that is accessed by notified cases and how to handle data submitted by cases, please review the job aids for [Understanding the Case Portal](#), [Case Portal – CI Guidance](#), and [Case Portal CT Guidance](#).